



Llywodraeth Cynulliad Cymru
Welsh Assembly Government

WELSH HOUSING QUALITY STANDARD

- WORKING WITH TENANTS -

The Welsh Housing Quality Standards (WHQS) creates obligations for Grŵp Gwalia and all RSL's. First published in 2001, 'Better Homes for People in Wales' laid out the Welsh Assembly Government's commitment to setting minimum standards for homes owned and managed by Registered Social Landlords (RSL) and Councils. The WHQS sets out the standard expected with a requirement that RSLs must comply by 2012.

Working with Tenants

Grŵp Gwalia is committed to involving our tenants in the development of plans to meet the standard. To this end, the Estates and Facility Management (E&FM) department has been working since 2006 with a group of members from the Residents Partnership to agree a way forward.

The Residents Partnership strengthened the group during 2007 to create the current WHQS group of nine residents. Adopting a fresh Terms of Reference in November 2007, this group now plays an important role in scrutinising and commenting upon plans for meeting the WHQS. The following is a summary of its role:

- i. Receive and comment upon overall strategy for meeting the Standards as published by the Welsh Assembly Government
- ii. Receive information to enable the Resident's Team to consider the WHQS plans and proposals within the context of Gwalia's wider programs for Planned, Cyclical and Major Works
- iii. Receive information about the funding proposals put in place to meet the requirements of WHQS
- iv. Receive and comment on the strategy for procurement of components and labour
- v. Comment on the Terms of Contracts; particularly as they impact on work carried out in people's homes

- vi. Nominate a member to participate in the selection of Contractors and in Contractor Performance Review meetings
- vii. Comment on the handling of information to Tenants and Residents who are to receive works in their homes, including plans and proposals for appropriate Consultation of Tenants individually and in groups
- viii. To consider information and feedback from surveys, inspections and other checks carried out to monitor the quality and effectiveness of work carried out as part of programmed work

The group meets approximately 4 times per year. At its early meetings in 2006, it considered presentations from the Director of E&FM outlining the requirements of the WHQS. This was followed up by more detailed overviews of how Gwalia plans to meet the requirements. This included information from a Stock Condition Survey together with anticipated costs leading up to the 2012 deadline.

More recently, in its meetings last year, the group considered and commented upon plans to consult tenants about the detail of work that is being carried out in individual homes. This includes consultation about choice available to individual households. E.g. Kitchen re-design colours of units and worktops, pattern and colours of front and rear doors etc.

At its May meeting, the group received and commented upon a summary of the Program of works drawn up for 2008-2009. The group also nominated individual members to participate in the meetings held with Contractors before they commence work in tenant's homes. They will then be able to participate in subsequent contract review meetings where progress with work is reviewed as well as contractor performance overall.

Future Role for Tenants

The group meets next in July 2008. At this meeting the group will be considering a presentation about Gwalia plans for future procurement of materials through the Gorwel Consortium, to support the WHQS program. Then in September, the group will consider an update on the financial provision that is being made as 2012 approaches.

Future subjects that the group wish to address includes:

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- Increased say in standards to which contractors are required to work, including publishing of standards
 - Input to the development of easy-to-use on-line surveys and quick ways of testing customer satisfaction and priorities for future programs of work

The dates for future meetings are as follows:

- 14th July 2008
- 15th September 2008
- 10th November 2008
- 12th January 2009
- 16th March 2009
- 11th May 2009
- 13th July 2009

08/06/10
